

Erika Seid
4320 View St
Oakland CA 94611

Aug 30th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am a consumer and a small business owner who supports broadband competition. In my small business I have made the decision to switch to a small, local provider for broadband because the large provider, AT&T, routinely raises rates without explanation, advanced notice or any kind of improvement in service. They bill erratically, make mistakes on almost every bill and are very difficult to reach to solve problems.

At home I use a small, local provider and my experience with them is completely different. The small provider has real people who answer the phone and solve problems. Service is consistent and the charge exactly as advertised without any changes. My bill is the same every month, just what I expected.

Large, monopoly providers take advantage of their dominating position in the industry to use and abuse customers by providing poor quality service and disrespectful and inconsistent billing practices. I urge the FCC to keep the playing field open to competition so that consumers can access broadband services that meet their needs, at a reasonable and fair price.

Erika Seid